

The Carer

Issue 111 Spring/Summer 2025

Come rain or shine we are here to support unpaid carers and help them to live their best life.

Contact us when you need support or information about caring.



To mark Carers Week in June we want to reach as many unpaid carers as possible. Please help us by sharing this newsletter with your friends and family and tell them they can contact us for support in their caring role. Thank you!

Carers Week 2025, 9 - 15 June

Thank you for caring!



Translated into Welsh by
Angharad Edwards



Money matters

Carers Allowance earnings limit to rise from 7 April 2025.

Working carers will now be able to earn up to **£196** per week *and* claim Carers Allowance (the previous earnings threshold was £151).

In April 2025 the weekly payment rate for Carers Allowance will increase to **£83.30**.

More information can be found online at [GOV.UK](https://gov.uk)

More ways to save money

Contact us for more information about **grants and carers' wellbeing funds**.

Stay in one of our **carers caravans** at a subsidised rate.

For more information contact our Bangor office, or email our caravan team on

caravan@carersoutreach.org.uk



What do you think?



Carers Outreach wants to learn more about the issues affecting carers.

Paper copies of our short questionnaire are available by request from our Bangor office or scan the QR code to complete the survey online.

The survey is live from 1 April - 9 May 2025

There is an option to be entered into a free prize draw for a £50 shopping voucher.



Carers Outreach can help you to **claim your entitlements** and provide you with money saving ideas.

For example:

The **WaterSure Wales** tariff fixes charges for households that have a medical condition or large family.

If you already have a meter, or have requested one, the WaterSure Wales tariff puts a cap on the amount you have to pay for your water.

🌐: www.dwrcymru.com

☎: 0800 052 0145

Our contact details

Gwynedd and Anglesey

☎ 01248 370797

Open weekdays 9 - 4

Conwy County

☎ 01492 533714

Open Tuesday and Friday 9 - 4

✉: help@carersoutreach.org.uk

🌐: www.carersoutreach.org.uk

Join in our activities, turn to the middle pages for details.

Contact Carers Outreach for information or support in your caring role



At the hospital

Help is available

We have **Carers Support Officers** based at main and community hospitals. They are there to support unpaid carers who might be inpatients and to support unpaid carers of hospital patients.

They can help with a wide variety of issues including discharge enquiries and speaking with hospital staff on your behalf. They can arrange to visit you on the ward or in another location.

If you or your cared-for person are in hospital and you would like some extra support you can contact them through our usual contact details.

We also have **Dementia Pathway Navigators** based at Ysbyty Gwynedd and Ysbyty Glan Clwyd.

With the help of hospital staff they identify patients who have a dementia diagnosis or who may be pre diagnosis. They can offer relevant support to the patient and their carer during the hospital stay and afterwards. This can include information about assistive technology such as tracking devices, sitting services, a carers assessment, dementia support groups and much more.

PALS (Patient Advice and Liaison Support) hubs are situated in the main entrance of each main hospital (Ysbyty Maelor, Ysbyty Glan Clwyd and Ysbyty Gwynedd).

✉: **BCU.PALS@wales.nhs.uk**

☎: **03000 851234**

Open 9am to 5pm Monday to Friday, except Bank holidays.

The Health Profile

Children and adults with a learning disability can take this form to hospital with them.

It includes medical facts, details about the level of support needed, and a section about likes and dislikes.

The form can be completed by the person with the disability - or by their parents or carers. It can be updated at regular intervals and should be taken to all health appointments.

For more information contact Carers Outreach or see our Planning for the future padlet:

<https://www.carersoutreach.org.uk/information-board-and-padlets.html>



The Little Journey app aims to reassure children undergoing hospital treatment by giving them advance information in a child friendly format including animations and games.

It explains what happens during and after certain procedures. Children can explore hospital wards in virtual reality.

The app has been found to be of particular benefit for children with neurodivergent conditions such as autism or attention deficit hyperactivity disorder (ADHD).

No one should have to care alone



Life tips

Q: I sometimes feel overwhelmed by everything going on in my life. During the day I keep busy but at night I can't sleep for worrying and I become very anxious. Who/where can I turn to for support outside of office hours?

A: It is important for carers to practice self-care. This includes safeguarding your mental health and wellbeing. If you are worried or anxious please do not suffer in silence. We all need support at times, even if we are strong! There are a variety of different tools available to support mental health and wellbeing.

At Carers Outreach we can listen to your concerns and signpost or refer you to another agency if needed. Or we might suggest simple self help strategies including online courses and apps. All of this could help you to stop worrying and enjoy restful sleep.

See below for examples of the type of help that is available outside usual office hours.

The Samaritans

- Provide a listening ear, day or night, 365 days a year.
- Will listen to you and let you talk through your concerns, worries and troubles.
- They do not tell you what to do.

There are different options available:

Visit **samaritans.org** to take part in a webchat.

Phone free on the 24 hour helpline

 **116 123**

Email or write a letter. Details on website or available from Carers Outreach if not online

CALL Mental Health Listening Line

Provides a confidential mental health listening and emotional support line which is open 24/7.

 **0800 132 737**

text "help" to **81066**

 callhelpline.org.uk

Age UK's Silver Line Helpline

gives anyone aged 55 or over the opportunity to exchange a friendly word, access support, or enjoy a long enriching conversation.

Phone free on the 24 hour helpline.

 **0800 4 70 80 90**

Google '**Free anxiety apps**' to find one that is right for you.

Spring is a time of new beginnings





Carer's story

I care for my wife who uses a wheelchair due to several disabilities that affect her mobility. Because of her health issues she has a lot of anxiety around social activities and we don't get to go out often.

My wife has been a fan of John Barrowman for over 20 years so when we heard he was coming to Venue Cymru I phoned the ticket office to explain our situation.

This is when I found out about Hynt, a national access scheme that works with theatres and arts centres in Wales to make venues accessible to disabled people and their carers.

The Hynt card was easy to get, and it allowed me to reserve a wheelchair slot and 2 other seats before the ticket sales opened.

Everyone at Venue Cymru was brilliant! We got tickets to the sound check and a special Q and A session. When we arrived my wife was wheeled in by a member of John Barrowman's team.

My daughter asked a question, and my wife was thrilled when John spoke to us personally. After the concert, where we were all seated together, we joined the throng waiting for photos with John who remained warm and friendly throughout.

We have a photo of John with my wife and daughter. It will be framed and put on the wall as a memento. My wife says it was the most fabulous night of her life.

I want to spread the word about the Hynt card. This wonderful evening would not have been possible without it.

~ Anglesey carer

HYNT Card

The Hynt Access Card scheme provides access to theatres and art centres across Wales and allows carers or companions a free ticket when accompanying someone with a disability, provided the eligibility criteria is met.

www.hynt.co.uk

info@hynt.co.uk

☎ 01244 526 001

Carers Card

We are rolling out our own ID card for local unpaid carers. The card has a dual purpose, it can be used as an emergency card to alert people that you are a carer. It could be used as proof of your caring role that might allow discounted entry to some venues.

Contact Carers Outreach for more information.

Never let go of your dreams!



Living life

Free Beach Wheelchair Hire

Bay Café, Benllech

01248 852700

Baycafe.caffirbae@yahoo.com

Open to bookings 9-5 every day except Monday and Tuesday.

Newborough National Nature Reserve and Forest

07816110188

Open to bookings 9-5 everyday.



The Sunflower Lanyard is a useful way to alert people to the fact that someone may need a little extra time or additional support.

Some supermarkets and travel operators provide them free of charge.

It is available to buy from the following website.
<https://hiddendisabilitiesstore.com>

Check if you can get a free over 75 TV Licence

Some over 75 households might qualify for a free TV Licence. You can get a free TV Licence if:

- You, as the licence holder, are 75 years or older AND
- you, or your partner living at the same address, receive Pension Credit.

Blind (severely sight impaired) customers can get a half price TV Licence. You can apply by completing an online application form.

 <https://www.tvlicensing.co.uk/>

Disabled toilet key

Also known as Radar Keys, they can be bought online at

<https://shop.disabilityrightsuk.org/products/radar-key>

 **0330 995 0400**

Or they may be available through your local council or library.



The National Key Scheme (NKS) offers independent access to locked public toilets around the country for people with disabilities.

To make a difference in someone's life, you don't have to be brilliant, rich, beautiful or perfect. You just have to care!